

Professional and Managerial Branch  
General Administrative Group  
Administrative Series

**POLICE SUPPORT SERVICES ADMINISTRATOR**

1/97(SAC)

*Summary*

Under direction, plan, direct, organize and control departmental activities concerned with delivery of civilian support services such as budgeting, grant coordination, payroll, fleet management, identification and records; facilities management, court liaison, evidence room and supply operations.

*Typical Duties*

Plan and organize divisional operational and administrative activities. Involves: developing and implementing division-wide policies, goals and standards; analyzing organizational structures and administrative policies and procedures and preparing recommendations for improvements and increased efficiencies.

Direct and control assigned civilian support activities. Involves: providing general oversight of effective policies and procedures for implementation and evaluation of delivery of civilian support services; researching, compiling and analyzing operational statistics; preparing functional and operational reports as required; reassigning workforce and equipment as needed to optimize service efficiency; establishing and enforcing budgetary controls; preparing, monitoring and controlling designated division budget; approving materials and supplies purchases; recommending equipment specifications; negotiating and administering contracts; preparing recommendations for the efficient usage and storage of documents and correspondence; overseeing grant preparations and coordinating grant related activities with other agencies and City departments; conferring with division heads on various operational and administrative matters to maintain coordination, resolve problems and initiate corrective actions.

Supervise assigned professional, supervisory and administrative support personnel. Involves: determining and changing work procedures, setting performance standards, planning work schedules, organizing workloads, making or approving duty assignments, issuing written and oral instructions, reviewing progress and expediting work flow; arranging for or conducting division orientation and training in duties and responsibilities; examining work for exactness, neatness, and policy and procedure conformance, guiding staff to overcome difficulties encountered, correct errors and rectify complaints; evaluating performance or direct reports and reviewing employee appraisals by subordinate supervisors; coaching to motivate competency improvement and career advancement; maintaining harmony among workers and resolving grievances; serving on applicant interview panels; recommending employee selection, pay adjustments or commendations, discipline and termination, and other status changes.

Perform miscellaneous related professional and managerial functions as required. Involves: substituting, if assigned, for department or other division heads by carrying out specifically delegated duties sufficient to sustain continuity of ordinary activities and referring policy level problems to next higher level of management.

*Minimum Qualifications*

**Training and Experience:** Graduation from an accredited college or university with a Bachelor's Degree in Business or Public Administration or a closely related field and four years of professional administrative experience; including two years supervisory experience, or an equivalent combination of training and experience.

**Knowledge, Abilities and Skills:** Considerable knowledge of: organizational and office management practices and procedures; advanced research and statistical concepts and methods. Good knowledge of: accounting and budget preparation and controls; supervisory techniques.

Ability to: identify, analyze and solve complex administrative and managerial problems involving abstract considerations and nonstandard or changing situations; prepare concise and comprehensive administrative and managerial reports, including cost estimates for personnel, services and equipment; prepare and administer program and grant budgets; organize and prioritize own and others' work to carry out and complete assignments to meet deadlines; impartially and objectively exercise authority to supervise subordinate employees, and recommend award or rejection of contracts; express oneself clearly and concisely both orally and in writing to persuasively present findings of technically complex studies and forecasts; establish and maintain effective working relationships with fellow employees, officials and the general public; organize and administer records maintenance and related office services.

Skill in safe operation and care of personal computer or network work station, including word processing, database and spreadsheet programs.

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Director of Personnel

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Department Head